

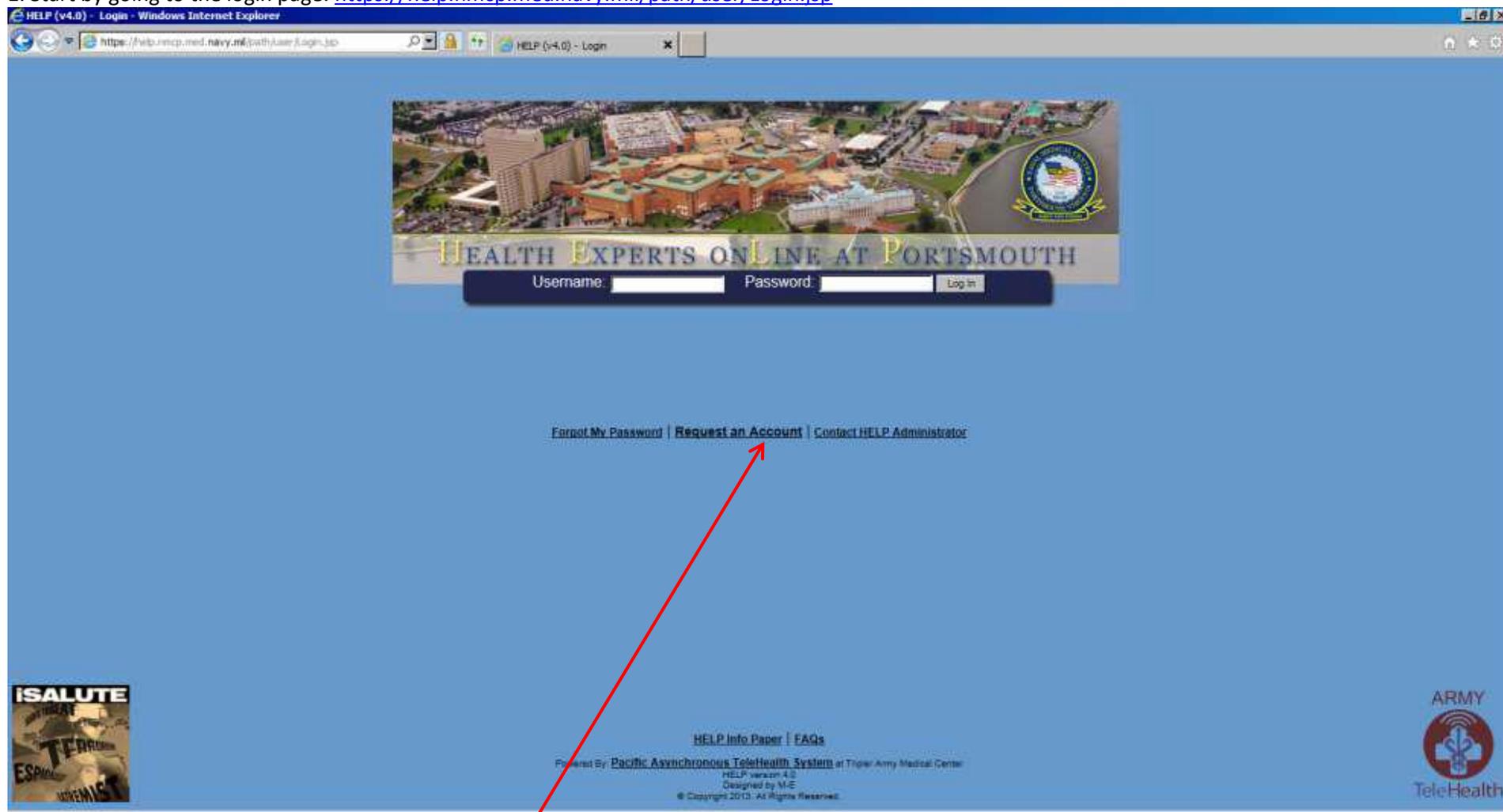
## REQUESTING A HELP ACCOUNT

### PREFACE

HELP (Health Experts online at Portsmouth) is designed to be a worldwide-accessible, HIPAA-compliant, secure, web-based system for health care providers (IDC, RN, NP, PA, MD, DO, GMOs), that allows them access to medical specialists at NMCP in Portsmouth, VA. The area of coverage includes Navy Medicine East, stretching from Texas to the 5<sup>th</sup> Fleet in the Persian Gulf.

### HOW TO PLACE AN ACCOUNT REQUEST IN HELP

1. Start by going to the login page: <https://help.nmcp.med.navy.mil/path/user/Login.jsp>



2. Request an account by clicking Request an Account.

3. Select the region where you are stationed.

The screenshot shows an Internet Explorer browser window with the title 'HELP (v4.0) - Request Account - Internet Explorer'. The address bar contains the URL 'https://testhelp.nmcp.med.navy.mil/path/user/Ru...'. A red arrow points from the instruction '3. Select the region where you are stationed.' to the 'Region' dropdown menu. The page content includes a header with a logo and the text 'HEALTH EXPERTS ON LINE AT PORTSMOUTH'. Below this is a 'Request Account' section with a grey bar containing the text: 'This page allows you to submit a request for an account. Only authorized users can access this system. Your request will be reviewed by an administrator and upon approval your account will be created.' The main content area features a yellow header 'Select your Location or Command Below' and two columns of dropdown menus. The 'Region' column has three options: 'Tripler Army Medical Center (Pacific)', 'NMC Portsmouth (Navy Medicine East)' (which is selected), and 'SAMMC (AMEDD Telederm)'. The 'Subregion' column lists various locations including 'NMC Portsmouth and Tidewater eMSM', '2nd Marine Expeditionary Force', 'Europe/Landstuhl RMC', 'FHCC Lovell', 'Fleet - Atlantic', 'NH Beaufort', 'NH Camp Lejeune', 'NH Guantanamo Bay', 'NH Jacksonville', 'NH Pensacola', 'NHC Annapolis', 'NHC Corpus Christi', 'NHC New England', 'NHC Patuxent River', 'NHC Quantico', 'SOCOM', and 'OTHER'. A 'Cancel' button is located at the bottom of the form. At the very bottom of the page, there is a blue footer bar with the text: 'If you have any technical problems or questions please go to [Help](#) for assistance. HELP version 4.0 © Copyright 2013. All Rights Reserved.'

4. Select your applicable sub-region.

The screenshot shows an Internet Explorer browser window with the title 'HELP (v4.0) - Request Account'. The address bar shows a URL with a 'Certificate error' warning. The page content includes a header with a logo and the text 'HEALTH EXPERTS ON LINE AT PORTSMOUTH'. Below this is a 'Request Account' section with a grey bar containing the text: 'This page allows you to submit a request for an account. Only authorized users can access this system. Your request will be reviewed by an administrator and upon approval your account will be created.' The main content area features a yellow header 'Select Your Organization or Other and Click Next' and a table with three columns: 'Region', 'Subregion', and 'Organization'. A red arrow points from the instruction '4. Select your applicable sub-region.' to the 'Subregion' column, specifically highlighting 'NH Camp Lejeune'. A 'Cancel' button is located at the bottom of the form.

Region	Subregion	Organization
Tripler Army Medical Center (Pacific)	NMC Portsmouth and Tidewater eMSM	NH Camp Lejeune
NMC Portsmouth (Navy Medicine East)	2nd Marine Expeditionary Force	BMC Camp Geiger
SAMMC (AMEDD Telederm)	Europe/Landstuhl RMC	BMC Camp Johnson
	PHCC Lovell	BMC Caron Clinic
	Fleet - Atlantic	BMC Hadnot Point
	NH Beaufort	BMC MCAS
	NH Camp Lejeune	NHC Cherry Point
	NH Guantanamo Bay	Other
	NH Jacksonville	
	NH Pensacola	
	NHC Annapolis	
	NHC Corpus Christi	
	NHC New England	
	NHC Patuxent River	
	NHC Quantico	
	SOCOM	
	OTHER	

Cancel

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5. Select your specific duty location.

Request Account

This page allows you to submit a request for an account. Only authorized users can access this system. Your request will be reviewed by an administrator and upon approval your account will be created.

Select Your Organization or Other and Click Next

Region	Subregion	Organization
Tripler Army Medical Center (Pacific)	NMC Portsmouth and Tidewater eMSM	NH Camp Lejeune
NMC Portsmouth (Navy Medicine East)	2nd Marine Expeditionary Force	BMC Camp Geiger
SAMMC (AMEDD Telederm)	Europe/Landstuhl RMC	BMC Camp Johnson
	FHCC Lovell	BMC Caron Clinic
	Fleet - Atlantic	BMC Hadnot Point
	NH Beaufort	BMC MCAS
	NH Camp Lejeune	NHC Cherry Point
	NH Guantanamo Bay	Other
	NH Jacksonville	
	NH Pensacola	
	NHC Annapolis	
	NHC Corpus Christi	
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	NHC Patuxent River	
	NHC Quantico	
	SOCOM	
	OTHER	

Cancel Next->

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6. Click **Next->**.

7. Complete the fields. **Red**-titled fields are mandatory. **Black**-titled fields are optional.

7a. Choose your department from the drop-down menu.

The screenshot shows an Internet Explorer browser window with the title "HELP (v4.0) - Request Account". The address bar shows the URL "https://testhelp.nmcp.med.navy.mil/path/user/Ru...". A "Certificate error" message is visible in the address bar. The main content area has a blue header with the text "HEALTH EXPERTS ONLINE AT PORTSMOUTH". Below this is a "Request Account" section with a grey background containing instructions: "This page allows you to submit a request for an account. Only authorized users can access this system. Your request will be reviewed by an administrator and upon approval your account will be created. This process will take at least one business day. Please enter as much information as possible. Required items are labeled in RED." The form contains several input fields: "First Name" (Luke), "Last Name" (Skywalker), "Specialty/Duty Title" (Internal Medicine/Department Head), "Middle Name" (Robert), and "Email". The "Department" field is a dropdown menu that is currently open, showing a list of medical departments. A red arrow points from the instruction text to the dropdown menu. At the bottom of the form are "Cancel" and "Next->" buttons. Below the form is a footer with the text: "If you have any technical problems or questions please go to [Help](#) for assistance. HELP version 4.0 © Copyright 2013. All Rights Reserved."

**Request Account**

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**First Name:** Luke

**Last Name:** Skywalker

**Specialty/Duty Title:** Internal Medicine/Department Head

**Middle Name:** Robert

**Department:** \*\*\*\*\* Select a Department \*\*\*\*\*

**Email:**

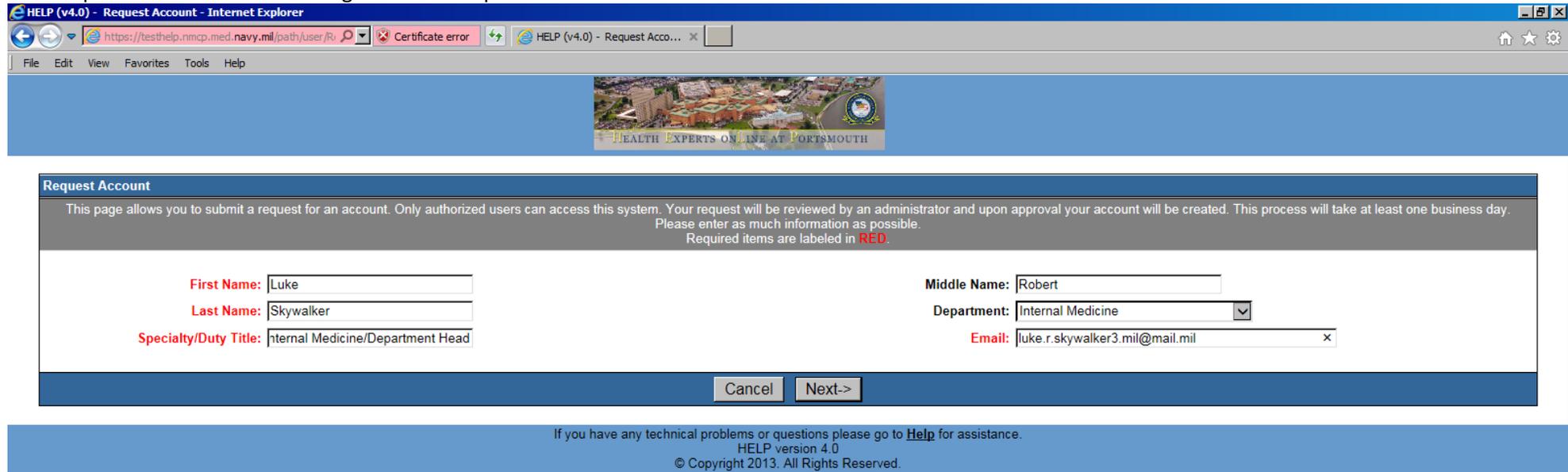
----- Other -----

- Adolescent Medicine
- Allergy Immunology
- Anesthesiology
- Audiology and Speech
- Cardiology
- Cardiothoracic Surgery
- Case Management
- Colon/Rectal Surgery
- Community Health Nursing
- Concussion Clinic
- Critical Care
- Dentistry
- Dermatology
- Dive Medicine
- Emergency Medicine
- Endocrinology
- ENT
- ENT Pediatric
- Family Medicine
- Fleet Liaison
- Flight Medicine
- Gastroenterology
- General Medical Officer
- General Medicine
- General Surgery
- Genetics
- Hematology Oncology
- Independent Duty Corpsman

Cancel Next->

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Your request form should something like the example below.



HELP (v4.0) - Request Account - Internet Explorer

https://testhelp.nmcp.med.navy.mil/path/user/Ru... Certificate error

HELP (v4.0) - Request Account

File Edit View Favorites Tools Help

HEALTH EXPERTS ON LINE AT PORTSMOUTH

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**First Name:** Luke

**Last Name:** Skywalker

**Specialty/Duty Title:** Internal Medicine/Department Head

**Middle Name:** Robert

**Department:** Internal Medicine

**Email:** luke.r.skywalker3.mil@mail.mil

Cancel Next->

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NOTE: If you are assigned to the crew of a ship, include the name & number of the ship in the **Specialty/Duty Title** field:

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**First Name:** Luke  
**Last Name:** Skywalker  
**Specialty/Duty Title:** SS GEORGE H.W. BUSH/CVN 77

**Middle Name:** Robert  
**Department:** Internal Medicine  
**Email:** skywalkerfr@cvn77.navy.mil

Cancel Next->

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NOTE: The e-mail will usually have the ship number in its domain.

8. Click **Next->**.

HELP (v4.0) - Request Account - Internet Explorer  
https://testhelp.nmcp.med.navy.mil/path/user/R/ Certificate error HELP (v4.0) - Request Acco... x

HEALTH EXPERTS ONLINE AT PORTSMOUTH

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**First Name:** Luke  
**Last Name:** Skywalker  
**Specialty/Duty Title:** SS GEORGE H.W. BUSH/CVN 77

**Middle Name:** Robert  
**Department:** Internal Medicine  
**Email:** skywalkerlr@cvn77.navy.mil

Cancel Next->

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9. Select the appropriate age group.

HELP (v4.0) - Request Account - Internet Explorer  
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----- Reason for Request -----  
Please Select Your Access Requirements:

Pediatric  Adult  Both

Clinical User (Physician/PANP)  Patient Movement User  Resident User  Other

If none of the above meet your requirements, please explain in the comment box below.

----- User Agreement -----

**MANDATORY NOTICE AND CONSENT PROVISION FOR DOD INFORMATION SYSTEM USER AGREEMENT**

By accepting this document, you acknowledge and consent that when you access Department of Defense (DoD) information systems:

- You are accessing a U.S. Government (USG) information system (IS) (which includes any device attached to this information system) that is provided for U.S. Government authorized use only.
- You consent to the following conditions:
  - The U.S. Government routinely intercepts and monitors communications on this information system for purposes including, but not limited to, penetration testing, communications security (COMSEC) monitoring, network operations and defense, personnel misconduct (PM), law enforcement (LE), and counterintelligence (CI) investigations.
  - At any time, the U.S. Government may inspect and seize data stored on this information system.
  - Communications using, or data stored on, this information system are not private, are subject to routine monitoring, interception, and search, and may be disclosed or used for any U.S. Government-authorized purpose.
  - This information system includes security measures (e.g., authentication and access controls) to protect U.S. Government interests--not for your personal benefit or privacy.

I ACCEPT THE ABOVE USER AGREEMENT

Cancel Submit User Request

If you have any technical problems or questions please go to [Help](#) for assistance.  
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10. Select the type of HELP account or explain what you need if you're not sure, need 2 user types, or choose other.

11. Read/scroll through the user agreement, then check inside the box for **I ACCEPT THE ABOVE USER AGREEMENT**.

HELP (v4.0) - Request Account - Internet Explorer

https://testhelp.nmcp.med.navy.mil/path/user/Ru... Certificate error HELP (v4.0) - Request Acco... x

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**I ACCEPT THE ABOVE USER AGREEMENT**

Cancel Submit User Request

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12. Click **Submit User Request**.

### THINGS TO REMEMBER

The HELP administration office will review your submitted request and call/e-mail with any questions. You should receive 2 confirmation e-mails within 2 business days. One, a form letter sent by administrative staff, welcoming new users, giving further instructions, background information, and POC. The second is automatically sent from the HELP system itself when your account is created. Both should contain your new user name. However, only the automatically generated e-mail will contain your temporary password. You will be required to change your password on initial login. After you have changed your password, you will be required to ensure the information in your profile is correct. Once you confirm, you may start using HELP.